



# Handy Ride Guide to Ride

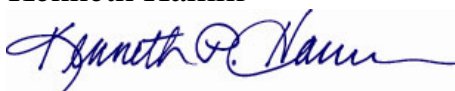
June 2007 Issue



The “Handy Ride Guide” was developed to aid customers, families, caregivers, medical professionals, social workers and others in using Handy Ride services effectively. This publication was written in a collaborative effort between FAX staff and our Americans with Disabilities Act (ADA) Advisory Committee.

Handy Ride has been providing service to Fresno residents since 1975, and has been modified to meet transportation requirements under the Americans with Disabilities Act of 1990. The Handy Ride system is designed to provide persons with disabilities transit service comparable to the City’s bus service. FAX’s goal is to provide equal opportunity and independence for all customers with a commitment to provide safe, convenient, and timely rides.

Kenneth Hamm



Director of Transportation





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**Information in the Handy Ride  
Guide is subject to change.**

# HANDY RIDE READY REFERENCE

## Hours and Days of Operation

### Service Hours, Dispatch Hours and Cancellation Hours:

Monday - Friday.....5:30 a.m. - 10:00 p.m.

Saturday – Sunday..... 6:30 a.m. - 7:00 p.m.

### Reservation Hours:

Monday–Sunday (7 days a week) 8:00 a.m.-5:00 p.m.

### \*Fare (Exact Fare Required) \*subject to change

ADA Eligible Individual per Ride Fare.....\$.75

Companion..... \$.75

Personal Care attendant..... Free

### Monthly Pass Rate:

ADA Eligible Individual Monthly Pass Rate \$ 25.00

### Latest Scheduled Pick – Up Time Offered:

Monday - Friday.....10:00 p.m.

Saturday – Sunday.....7:00 p.m.

### Latest Time to Call for a Will-Call Pick-Up?

Monday – Friday ..... 9:00 p.m.

Saturday –Sunday .....6:00 p.m.

### Reservation/Cancellation/Dispatch

Telephone Number:

(559) 443-5650 (Voice)

(559) 443-5662 (TTY)

### Handy Ride Information Telephone Number:

(559) 621-5802 (Voice)

(559) 228-6280 (TTY)

## **What Holidays are observed?**

**Handy Ride will operate special schedules on the following holidays:**

New Years Day – Saturday schedule

Independence Day (July 4) – Saturday schedule

Thanksgiving Day – Limited hours

Christmas Day – Limited hours

Handy Ride service on the Friday after Thanksgiving Day operates on a Saturday schedule

Other holidays may have limited service schedules

## **GENERAL INFORMATION**

### **What is FAX Handy Ride Service?**

FAX Handy Ride is a service designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the FAX City bus system.

The Americans with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities which are comparable to the City bus service. Handy Ride is a shared ride, curb-to-curb service, provided from any origin to any destination within the service area for any trip purpose. Handy Ride operates during the same hours and days as the FAX City bus system.

### **Who Operates the Service?**

FAX provides Americans with Disabilities Act (ADA) paratransit service as part of its overall transportation program in the community. A professional transportation company operates the Handy Ride service under a contract with FAX.

## **What is the Website for the City of Fresno?**

[www.fresno.gov](http://www.fresno.gov)

## **What are the FAX Telephone Numbers?**

To pick up an application, have an identification card made, and to purchase a Handy Ride pass:

Fresno Area Express (FAX)

Manchester Transit Center

3590 North Blackstone Avenue

Fresno, CA 93726

Telephone: (559) 621-RIDE (7433)

TTY: (559) 228-6280

Facsimile: (559) 228-6271

Office Hours: Monday - Friday 8 a.m. to 6 p.m.

Fresno Area Express (FAX)

Downtown Service Center

2016 Tulare Street

Fresno, CA 93721

Telephone: (559) 621-RIDE (7433)

Facsimile: (559) 489-1029

Office Hours: Monday - Friday 8 a.m. to 5 p.m.

For Information about Handy Ride service, eligibility, or to receive an application by mail:

Fresno Area Express (FAX)

Paratransit Service Office, Senior Administrative Clerk

3590 North Blackstone Avenue

Fresno, CA 93726

Telephone: (559) 621-5802

TTY: (559) 228-6280

Facsimile: (559) 228-6271

Office Hours: Monday - Friday 8 a.m. to 6 p.m.

Handy Ride trip reservation, cancel a reservation,  
find out about a pick- up, or contact a dispatcher:

Handy Ride reservation/Cancellation Office  
1330 El Dorado Street  
Fresno, CA 93706

Telephone: (559) 443-5650

TTY: (559) 443-5662

Facsimile: (559) 489-0571

Assistance to file an inquiry, complaint, or compliment:

Fresno Area Express (FAX)

Complaint Coordinator

2016 Tulare Street

Fresno, CA 93706-1600

Telephone: (559) 621-5578

California Relay Service (800) 735-2929

Facsimile: (559) 498-1029

To contact the Handy Ride General Manager:

Handy Ride

General Manager

1330 El Dorado Street

Fresno, CA 93706

Telephone: (559) 489-0568

TTY: (559) 443-5662

Facsimile: (559) 489-0571

To contact the FAX ADA Coordinator:

Fresno Area Express (FAX)

FAX ADA Coordinator

2223 "G" Street

Fresno, CA 93706-1600

Telephone: (559) 621-1522

TTY: (559) 498-4062

Facsimile: (559) 488-1065



## **HANDY RIDE ELIGIBILITY**

### **Who is Eligible for Service?**

Handy Ride provides service to ADA eligible individuals, an attendant, one companion, and limited to a maximum of 4 children under 6.

ADA: Fresno residents meeting the eligibility criteria for ADA paratransit services are eligible for Handy Ride service.

ADA: Certified Eligible Visitors: ADA paratransit, certified eligible visitors from outside of the FAX/ Handy Ride service area may receive Handy Ride service up to 21 days.

## **How do Fresno Residents Become ADA Eligible for Handy Ride?**

An application for Handy Ride service is needed to begin the evaluation process for service eligibility. Individuals may obtain a Handy Ride application at one of our locations: 3590 North Blackstone, or 2016 Tulare Street or you may receive an application through the mail by contacting the FAX Paratransit Service Office at (559) 621-5802 (Voice) or (559) 228-6280 (TTY).

Based on the information provided on the application, a functional-ability assessment is conducted by a professional medical group for FAX.

Using the standards outlined in the ADA, a determination of eligibility is made within 21 days following the submission of a completed application.

Applicants receive an eligibility determination letter from FAX. If eligibility is confirmed, applicants with a qualifying permanent disability would receive a three-year certification. Applicants with a qualifying temporary disability would receive certification for the length of time needed, up to three years.

Eligible individuals are directed to one of the two FAX offices to have a free Handy Ride photographic identification (ID) card made. if requested, Handy Ride will provide transportation to obtain the Handy Ride ID card.

## **What Can be Done if Eligibility has been Denied?**

Individuals who are denied ADA paratransit eligibility can obtain a review of their denial. An appeal must be filed within 60 days from the denial of the application.

An individual may submit an appeal in writing or in person to the FAX ADA Coordinator. If the FAX ADA Coordinator overturns the eligibility denial, written notification of Handy Ride eligibility will be sent to the passenger. If the eligibility denial is upheld, the FAX ADA coordinator would provide written notification stating that the individual is ineligible to use Handy Ride services and the reasons for the denial.

If the individual disagrees with the decision of the FAX ADA Coordinator, a further appeal may be filed in writing or in person to the FAX ADA Eligibility Review Committee. This committee (composed of two members from the FAX ADA Advisory Committee and a FAX representative) makes the final decision regarding ADA paratransit eligibility appeals.

## **What is the Recertification Process?**

Recertification of Handy Ride eligibility requires that a completed Handy Ride application be submitted to the FAX Paratransit Service Office at least 21 days prior to the eligibility expiration date which is indicated on The Handy Ride ID card.

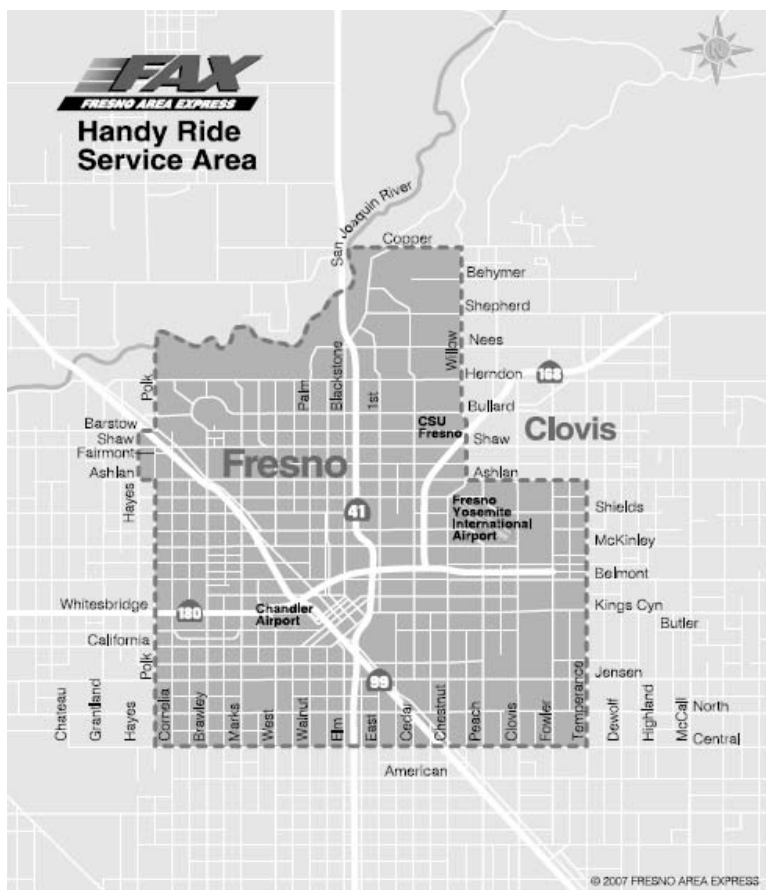
A notification letter and an application are sent to Handy Ride customers approximately 45 days prior to the expiration of their Handy Ride eligibility. To ensure this notification is received, it is important to inform the Paratransit Service Office of any mailing address changes.

# SERVICE INFORMATION

## What is the Service Area?

The area boundaries are from Copper Avenue to the north, east to Willow Avenue, south to Ashlan Avenue, east to Temperance Avenue, south to Central Avenue, west to Polk Avenue, north to the Fresno County line, and east to Copper Avenue.

## Handy Ride Service area map



**What are the Hours of Operation?**

**Service Hours:**

Monday - Friday..... 5:30 a.m. - 10:00 p.m.  
Saturday – Sunday..... 6:30 a.m. - 7:00 p.m.

**Reservation Hours:**

Monday – Sunday...(7 days a week)  
8:00 a.m. - 5:00 p.m.

**Cancellation Hours:**

Monday – Friday.....5:30 a.m. - 10.00 p.m.  
Saturday – Sunday..... 5:30 a.m. - 7:00 p.m.

**Dispatch Hours:**

Monday – Friday.....5:30 a.m. - 10:00 p.m.  
Saturday - Sunday.....5:30 a.m. - 7:00 p.m.

**Where Can a Handy Ride Monthly Pass be purchased?**

Manchester Transit Center  
3590 North Blackstone Avenue  
(559) 621-1122 (Voice)  
(559) 228-6280 (TTY)

Downtown Transit Center  
2016 Tulare  
(559) 621-RIDE

Fresno City College, Cashier’s Office  
1101 East University Avenue  
(559) 442-4600, Ext 8706

Fresno City Hall, City License Office  
2600 Fresno Street  
(559) 621-6880

Fresno State University  
Information Center  
(559) 278-6024

Masten Towers  
1240 Broadway Place  
(559) 497-8685

\*Mail in order may be obtained by mailing a check payable to the City of Fresno  
2223 G St  
Fresno, CA 93706

*Pass outlets are subject to change.*

**How Much Does Handy Ride Cost?**

Fares (Exact Fare Required):  
ADA Eligible Individual per Ride Fare.....\$.75  
ADA Eligible Individual Monthly Pass Rate...\$25.00  
ADA Eligible Individual’s Personal Care Attendant,  
Sighted Guide, Support Service Provider .....Free  
ADA Eligible Individual’s Companion  
per Ride Fare .....\$.75  
ADA Eligible Individual’s Children (under age 6)  
Limited to a Maximum of 4 Children .....Free

**What is the latest Scheduled Pick–Up Time Offered:**

Monday - Friday.....10:00 p.m.  
Saturday - Sunday.....7:00 p.m.

**What is the latest Time to Call for a Will-Call Pick-Up?**

Monday - Friday .....9:00 p.m.  
Saturday- Sunday.....6:00 p.m.

## **The Reservation/Cancellation/Dispatch Telephone Number?**

(559) 443-5650 (Voice)

(559) 443-5662 (TTY)

## **What Holidays are observed?**

Handy Ride will operate special schedules on the following holidays:

New Years Day – Saturday schedule

Independence Day (July 4) – Saturday schedule

Thanksgiving Day – Limited hours

Christmas Day – Limited hours

Handy Ride service on the Friday after Thanksgiving Day operates on a Saturday schedule. Other holidays may have limited service schedules.

## **How can I request a Ride?**

### **Reservations:**

The method for requesting a trip on Handy Ride begins with the reservation process. Reservations for Certified Eligible Fresno residents and ADA Eligible Visitors may be made anytime during normal reservation hours, one or two days before the requested trip.

Handy Ride reservations hours are 8:00 a.m. - 5:00 p.m. Monday through Sunday, and the telephone number is (559) 443-5650 (Voice) or 443-5662 (TTY).

**Information in the Handy Ride Guide is subject to change.**

**Subscription Service:** Subscription service is when a paratransit-eligible person arranges a standing appointment for a ride, such as an 8:00 a.m. Monday through Friday departure for work and subsequent 5:00 p.m. return trip. You can also schedule a weekly trip like going to church. A reservation is not required.

Handy Ride has the flexibility to review subscription schedules on an ongoing basis and if required, renegotiate the pick up or drop off time with the registrant to improve on-time performance and efficiency.

Handy Ride passengers who cancel 50% or more of a subscription booking in a month will have that particular subscription booking suspended and will not be able to rebook that particular subscription request for 30 service days.

A subscription booking will be in effect for a maximum of one year from the date of scheduling. Prior to the one year anniversary, FAX will notify affected Handy Ride registrants of the need to renew their subscription booking.

## **What Information is needed to make a Reservation?**

- ⇒ Passengers name.
- ⇒ Passenger's pick-up address, including any apartment number, building number, specific instructions, or directions, etc.
- ⇒ Passengers telephone number/cell phone number  
Optional.
- ⇒ Passenger's requested pick-up time. Based on the requested pick-up time and the schedule of the vehicle, the reservation agent may negotiate a pick-up time with the individual that could be up to an hour before or after the desired pick-up time. When scheduling a pick-up for an appointment, it is helpful to advise the reservation agent of the appointment time.
- ⇒ It is suggested that the passenger obtain the reservation booking ID (Identification) number.
- ⇒ To ensure that the assigned vehicle has the necessary capacity, advise the reservation agent when a mobility device, Personal Care Attendant, Sighted Guide, or a Support Service Provider would be transported.
- ⇒ Number of passenger's travel companions and/or children.
- ⇒ Passenger drop off address, including any suite number, building number, location within a building complex, telephone number (if known), the name of the location where they are going.

Passenger's requested drop-off time (when requesting a drop-off time, the passenger should allow sufficient time to travel from the curb to the final destination point). Passenger's return pick-up time (the scheduled time for the return trip, give an estimate if not known for system efficiency).

### **When will the Bus Arrive for a Pick-up and how long will it wait?**

**Scheduled Pick-up:** To meet the commitment Regarding on time performance, Handy Ride makes every effort to arrive for a scheduled pick-up within a 35-minute period of time. For example, a vehicle that is on time for a 10:00 a.m. pick-up would arrive between 9:55 a.m. and 10:30 a.m.

**The 5 minute wait rule:** Once the Handy Ride vehicle arrives at the pick up location the driver is required to wait for 5 minutes and then must leave for the next scheduled pick up.

### **Will Call Pick-Up: Will-Call service is a call when ready service.**

- ⇒ Will calls are restricted to medical trip purposes.
- ⇒ The number of will calls accommodated each day would be limited to a maximum number determined by Handy Ride supervisors and dispatchers, based on the number that they feel Handy Ride can accommodate without negatively impacting the scheduled service.
- ⇒ Will call ceilings will be approved by FAX.
- ⇒ Will calls will be accommodated within 90 minutes of a request.

## **How Long Does a Trip Take?**

The length of a Handy Ride trip varies according to several factors including: the distance from the origin to the destination addresses, traffic conditions, and the service provided to other passengers who share the ride.

Individuals may expect that a trip taken on Handy Ride would compare in length to the same trip taken on the FAX fixed route system. Normally, a trip should not exceed 90 minutes.

## **How can a reservation be canceled?**

Should a change in plans or an illness create the need to cancel a reservation, call the Handy Ride Cancellation Office (559) 443-5650 (Voice), or 443-5662 (TTY) as soon as possible. To avoid acquiring a **NO-SHOW**, the call to cancel a trip must be placed at least **two hours** before the scheduled pick-up time.

## **Who Can Answer Questions about Pick-Ups?**

The Handy Ride reservation agents and/or the Handy Ride dispatcher can answer questions about pick-ups. When possible, it is best that passengers make follow-up calls personally to avoid confusion. Contact the Handy Ride Reservation/Dispatch Office at (559) 443-5650 (Voice) or 443-5662 (TTY) for pick-up information.

## **What is a NO-SHOW?**

A NO-SHOW occurs when a scheduled or subscription pick-up has not been previously canceled two hours prior to the scheduled pick up time and/or the Handy Ride vehicle arrives for a passenger who does not take the ride.

The driver will contact the Handy Ride dispatch office in an attempt to reach the passenger by telephone but will not wait longer than 5 minutes.

If the initial trip was a NO SHOW, Handy Ride will log two phone calls in an effort to determine if the passenger desires the remaining return trip. If the passenger cannot be contacted, the remaining return trip will be canceled.

Passengers, who did not take a scheduled trip but still want the scheduled return trip, should call Handy Ride to confirm the need for the return trip as soon as possible.

One NO-SHOW per scheduled round trip will be assessed if it is determined the passenger was at fault.

## **What Happens When a Passenger has a NO-SHOW?**

NO-SHOWS make it difficult to provide an efficient service and cause delays and inconveniences for other riders. Handy Ride will investigate and determine the cause of the NO-SHOW.

Handy Ride services may be temporarily suspended for individuals who establish a pattern or practice of missing scheduled or subscription trips. Three NO-SHOWS within a three-month period may constitute a pattern or practice.

If a scheduled or subscription trip has been determined to be a NO-SHOW, the passenger will be sent a notice by the Handy Ride contractor indicating that a NO-SHOW has been recorded. If the passenger disagrees with this determination, a written appeal may be filed within 30 days of the notice to the FAX ADA Coordinator. If requested, FAX staff will assist the individual with filing an appeal.

The FAX ADA Coordinator will make a decision regarding the appeal within 10 working days of receipt. Written notification regarding the decision will be mailed to the passenger. If the passenger disagrees with the decision of the FAX ADA Coordinator, a further appeal may be filed within 30 calendar days by contacting the FAX ADA Eligibility Review Committee at (559) 621-1446 (Voice) or (559) 228-6280 (TTY). This committee (composed of two members from the FAX ADA Advisory Committee and a FAX representative) has the final say regarding NO-SHOW and suspension appeals.

When a minimum of three NO-SHOWS within a three-month period have been accumulated, and any appeals that were submitted have been denied, passenger may be notified in writing that his/her right to ride will be suspended. The length of the suspension will range from 5 days to 30 days depending on past history and the overall percentage of No-Shows. If applicable, subscription service would be discontinued proportionately. Should a pattern of NO-SHOWS continue the length of subsequent suspensions will increase. The FAX ADA Coordinator will be the final authority in determining if a pattern of NO-SHOWS exists triggering a suspension notice.

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## **Who May Travel With ADA Individuals?**

**The following list of descriptions may be helpful:**

### **Personal Care Attendant, Sighted Guide, Support**

**Service Provider:** Someone designated or employed specifically to help the eligible individual meet his/her personal needs. An individual designated or employed in this capacity is always accommodated on the vehicle.

**Companion:** An individual selected by the ADA eligible person to accompany him/her on a trip. The first companion is always accommodated on the vehicle, others would be served on a space-available basis.

**Children:** Up to four children under the age of six may accompany the ADA individual at no cost. Additional children under the age of six must ride as a companion on a space-available basis. All Children under the age of six may only travel when accompanied by a fare paying adult. Children age six or older can ride as a companion and or an attendant.



## **What is a Service Animal?**

Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

## **What is a Mobility Device?**

A mobility device may be three-wheeled or four wheeled wheelchairs, three-wheeled scooters, walkers, canes, or other equipment.

A common wheelchair, as defined by the ADA, is a wheelchair that does not exceed 30 inches in width and 48 inches in length, measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Most wheelchairs and mobility devices fit within these standards. All passengers using common wheelchairs must be transported. It is strongly recommended that while on the lift of the bus or in the bus that a person using an electric wheelchair or scooter turn off their chair. However, it is not a requirement.



## **What are important Points to Know?**

- ⇒ Handy Ride identification cards must be shown to the driver when boarding the vehicles.
- ⇒ Exact fare is required. Drivers do not carry change.
- ⇒ Handy Ride provides curb to curb service. Curb to curb service means that the vehicle would pick up the passenger at the curb or the nearest accessible location to the pick up address and drop the passenger off at the curb or nearest accessible location to the destination address.
- ⇒ Drivers shall get out of the vehicle to assist passengers when entering and exiting the vehicle
- ⇒ If requested, drivers would also give directions to the building entrance.
- ⇒ Drivers cannot leave the vehicle to escort passengers from the vehicle to their destination.
- ⇒ Drivers will not carry packages or grocery bags for passengers.
- ⇒ Handy Ride passengers are required to use seatbelts at all times.
- ⇒ Children under six years of age or weighing less than 60 pounds must ride in a car safety seat provided by the passenger.
- ⇒ Handy Ride is a shared-ride service. Shared-ride service means that the driver may pick-up or drop-off other passengers along the way.
- ⇒ Cabs are to collect .75 or see the passenger's monthly bus pass.

## **CUSTOMER SUPPORT**

### **Is training Available to Learn How to Use Handy Ride?**

Agencies in our community offer training to people with disabilities who would like to learn how to utilize the Handy Ride system. Contact the Paratransit Service Office at (559) 621-5802 (Voice) or (559) 228-6280 (TTY) for more information.

### **Who Should be Contacted about Lost and Found items?**

For items lost or found on Handy Ride vehicle, contact the Handy Ride Office at (559) 489-0568 (Voice) or (559) 443-5662 (TTY).

### **What is the Process to convey a compliment?**

A compliment may be submitted verbally or in written form. A copy of the compliment form is located on page 29 of this guide. If assistance is needed to express a compliment, please contact the FAX Complaint Coordinator at (559) 621-1622 (Voice) or (559) 228-6280 (TTY).



## **What is the Inquiry/Complaint Process?**

The objective of the inquiry/complaint process is to utilize passenger feedback to adjust or modify Handy Ride services. Inquiries or complaints may be about issues such as Handy Ride service, a driver, or office staff.

An inquiry or a complaint may be filed by sending a written inquiry/complaint to the following:

Fresno Area Express  
Complaint Coordinator  
2016 Tulare Street  
Fresno, CA 93721

The basic components of the inquiry/complaint process are as follows:

An individual who wishes to file an inquiry or a complaint may send a letter to FAX or may submit a FAX Inquiry/Complaint form. A copy of the form is found in the middle of this Guide, on Handy Ride vehicles, or one can be mailed to you upon request.

FAX staff can be reached at (559) 621-1622 (Voice), through the California Relay Service dial 711, or (800) 735-2929 for assistance in filing an inquiry/Complaint.

When FAX staff receives a signed letter or completed Inquiry/Complaint Form the form is given a log number and processed. FAX staff sends the complainant a standard letter acknowledging receipt of the complaint. The Handy Ride site manager is responsible for contacting the complainant regarding the concern.

- ⇒ Within 10 business days of receiving the signed complaint, the Handy Ride site manager will conduct an investigation and administer appropriate action.
- ⇒ FAX staff will then prepare a written response to the complainant.
- ⇒ In approximately 60 days, a FAX representative will contact the complainant to ensure continued satisfaction.
- ⇒ A copy of the complete Customer Inquiry/ Complaint Policies and Procedures document is available by contacting the FAX Complaint coordinator.

### **What is the Driver Appreciation Award Program?**

The Driver Appreciation Award program was developed by the FAX ADA Advisory Committee members to provide a mechanism for the public to recognize bus drivers for their commitment to excellence in passenger service.

Members of the public may nominate a driver by submitting a completed nomination form.

A nomination form is included in the center of this Guide. Additional copies of the nomination form may be obtained from the FAX Administration and Manchester Center Offices, on Handy Ride buses, and at the Center for Independent living.

## **What is the FAX ADA Advisory Committee?**

The City of Fresno established the Fresno Area Express (FAX) ADA Committee in 1991 to discuss and provide input on key issues that relate to the provision of accessible transit services in the Fresno-Clovis Metropolitan Area.

All meetings of the FAX ADA Advisory Committee are open to the general public, and membership on the committee itself is subject to the approved By-Laws.

New participants are always welcome. For more information about the FAX ADA Advisory committee, contact the FAX ADA Coordinator at (559) 621-1522 (Voice), or 498-4062 (TTY).



Notes Optional\_\_\_\_\_

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## **HANDY RIDE READY REFERENCE (Tear Out)**

### **Hours and Days of Operation**

#### **Service Hours, Dispatch Hours and Cancellation Hours:**

Monday - Friday.....5:30 a.m.- 10:00 p.m.

Saturday - Sunday..... 6:30 a.m.- 7:00 p.m.

#### **Reservation Hours:**

Monday-Sunday (7 days a week) 8:00 a.m.- 5:00p.m.

#### **\*Fare (Exact Fare Required) \*subject to change**

ADA Eligible Individual per Ride Fare.....\$.75

Companion.....\$.75

Personal Care attendant..... Free

#### **Monthly Pass Rate:**

ADA Eligible Individual Monthly Pass Rate \$ 25.00

#### **Latest Scheduled Pick – Up Time Offered:**

Monday - Friday.....10:00 p.m.

Saturday - Sunday.....7:00 p.m.

#### **Latest Time to Call for a Will-Call Pick-Up:**

Monday - Friday .....9:00 p.m.

Saturday - Sunday .....6:00 p.m.

#### **Reservation/Cancellation/Dispatch**

Telephone Number:

(559) 443-5650 (Voice)

(559) 443-5662 (TTY)

#### **Handy Ride Information Telephone Number:**

(559) 621-5802 (Voice)

(559) 228-6280 (TTY)







Driver's Name (if known):

Boarding Date: \_\_\_\_\_

Boarding Time: \_\_\_\_\_

FAX City Bus #: \_\_\_\_\_

Route #: \_\_\_\_\_

Boarding Location: \_\_\_\_\_

Direction of Travel: (Circle one)

Northbound


Southbound

Eastbound                      Westbound

Handy Ride Bus #: \_\_\_\_\_

Please comment on your reasons for nominating this driver for the Driver Appreciation Award:

The driver was  
extremely courteous.



The driver was exceptionally conscientious in the performance of his/her duties.

Nominated by:

Should you have questions or require assistance with this form, contact Annette Carter, at 559-355-4095.

Please fold, tape, and affix postage.

Thank you for your time.

## FAX ADA Advisory Committee

**ABOUT THE FAX ADA ADVISORY COMMITTEE:**

The Americans with Disabilities Act of 1990, better known as the ADA, is federal legislation that guarantees persons with disabilities full and equal access to the same services and accommodations that are available to people without disabilities.

The City of Fresno established the Fresno Area Express (FAX) ADA Advisory Committee in 1991, to discuss and provide input on key issues relating to the provision of ADA transit services in the Fresno-Clovis Metropolitan Area.

All meetings of the FAX ADA Advisory Committee are open to the general public, and membership on the committee itself is not limited.

New participants are always welcome. For more information about the FAX ADA Advisory Committee, or to receive meeting notices, contact the FAX ADA Coordinator at 621-1455.

Please fold, tape, and affix postage.  
Thank you for your time.



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**CITY OF FRESNO  
FRESNO AREA EXPRESS  
2223 G STREET  
FRESNO CA 93706-1600**

Initial Review	Supervisor
	<b>Out   Return</b>



## INQUIRY/COMPLAINT FORM

Date Received:	Log No.
Supervisor	Bus Operator

Mr. \_\_\_\_\_

Ms. \_\_\_\_\_

\_\_\_\_\_ Home Phone

\_\_\_\_\_ Street \_\_\_\_\_ Apt. # \_\_\_\_\_ Work Phone

\_\_\_\_\_ City \_\_\_\_\_ CA \_\_\_\_\_ Zip Code

Incident Date: _____	Time: _____	a.m. p.m.	Route/CR# _____	Bus# _____		<b><i>Direction</i></b>
						<b><i>NB</i></b>
Location: _____						<b><i>SB</i></b>
Bus Driver Description: _____						<b><i>EB</i></b>
						<b><i>WB</i></b>

INQUIRY/COMPLAINT: \_\_\_\_\_

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Return to:     Fresno Area Express  
                  Customer Relations  
                  2223 "G" Street  
                  Fresno, CA 93706  
                  (559) 621-1622

Signature of Complainant	Date
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Date \_\_\_\_\_

[illegible]

Date \_\_\_\_\_

Reviewed by: \_\_\_\_\_ on \_\_\_\_\_  
Operations Manager Date

[ ] File  
[ ] Personnel File